

## SUBMITTAL PAGE

(X) Plan Update for July 1, 2019 - June 30, 2020

( ) Amendment (Date): \_\_\_\_\_

This Area Plan for Programs on Aging and Disability is hereby submitted for the 08 planning and service area. The Southwest Area Agency on Aging and Disability assumes full responsibility for implementation of this plan in accordance with all requirements of the Older Americans Act and Regulations; laws and rules of the State of Tennessee; and policies and procedures of the Tennessee Commission on Aging and Disability.

This plan includes all information, program planning, and assurances required under the Tennessee Area Plan on Aging format, and it is, to my best knowledge, complete and correct.

Signature: Shelley V. Hale Date: 3.26.19  
Area Agency Director

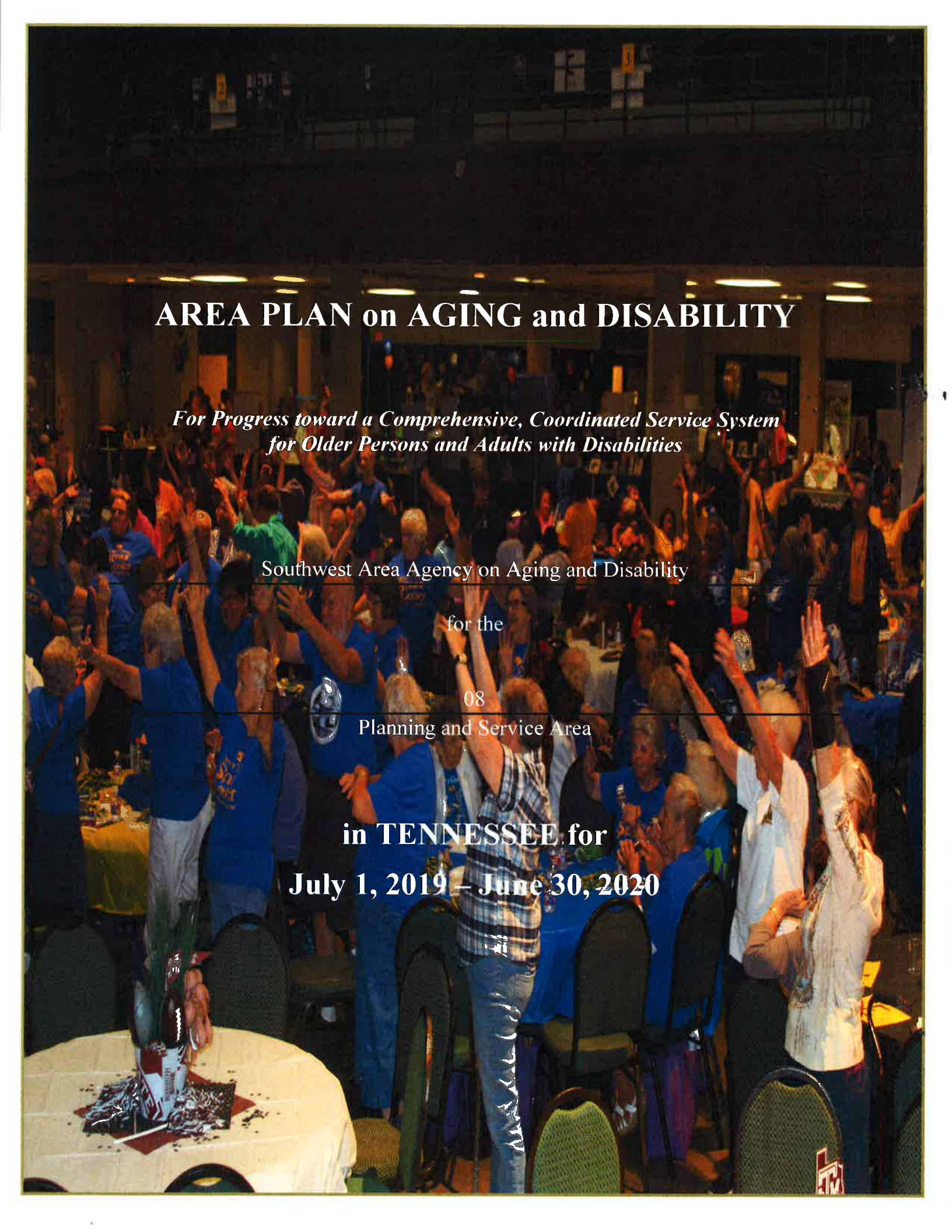
The Area Agency Advisory Council has participated in the development and final review of the Area Plan. Comments of the Advisory Council are included in Exhibit D-2 of the Plan.

Signature: James W. Pearson Date: 3/26/19  
Chair, Area Agency Advisory Council

The Board of Directors of the sponsoring agency has reviewed this plan and Submittal Page. It is understood that we are approving all sections of the plan, Exhibits A-G. We are satisfied that the plan is complete, correct, and appropriately developed for our planning and service area.

Signature: J. W. Zark Date: 3/26/19  
Director, Grantee Agency

Signature: Kevin Davis Date: 3/26/19  
Chair, Grantee Agency Board



# AREA PLAN on AGING and DISABILITY

*For Progress toward a Comprehensive, Coordinated Service System  
for Older Persons and Adults with Disabilities*

Southwest Area Agency on Aging and Disability

for the

08

Planning and Service Area

in TENNESSEE for

July 1, 2019 – June 30, 2020

## Plan for Program Development and Coordination

The AAAD is proposing to use **\$41,270** in Title III-B direct service funds to pay for Program Development and Coordination during FY 2020. TCAD allows up to 10% of these funds to be used for this purpose. The proposed amount represents **10%** of the AAADs new Title III-B direct service allotment.

If **yes**, include a goal, objectives, and strategies that describe the program development/coordination activities that will be performed by the AAAD staff member(s) paid from these funds and how these activities will have a direct and positive impact on the enhancement of services for older persons in the PSA. Costs should be in proportion with the benefits described.

1. **Goal:** Provide health education and information to older adults in order to promote healthy aging.

**Objective:** Collaborate with local aging network to develop conferences, programs, and publications geared to educating older adults and their caregivers on topics relevant to healthy aging/disease prevention.

**Strategy:** Partner with local aging network providers to develop, promote, and produce the 2020 Senior Expo.

**Strategy:** Continue to partner with and provide leadership within the Alzheimer's Community of West Tennessee (local Alzheimer's-focused organization) to develop, promote, and produce the Annual Alzheimer's Conference, the Annual Alzheimer's Mini-Conference, and the Lunch & Learn education series.

**Strategy:** Partner with West Tennessee Healthcare to develop, promote, and produce the Annual Facing Future Choices Conference (specifically aimed at family caregivers).

**Impact:** By providing education on health topics prevalent and relevant to the aging population, the AAAD will give older adults and family caregivers the opportunity to engage in preventative measures, planning strategies, and learn of available resources.

2. **Goal:** Collaborate with the Tennessee Commission on Aging and Disability and the Southeastern Association of Area Agencies on Aging and Disability to provide brain fitness activities to older adults.

**Objective:** Continue to develop, promote, and host Senior Brain Games for the Southwest and West TN regions and collaborate with SE4A to produce the Tennessee Brain Games.

**Strategy:** Provide outreach to regional Senior Centers and other senior groups on the importance of maintaining brain health and provide information on how to participate in the Southwest Area Brain Games.

**Strategy:** Research questions for participants of the Southwest Area Brain Games are culturally appropriate, timely, and are of interest to the age group participating.

**Strategy:** Assist TCAD, and SE4A in the set-up and production of State Brain Games to be held at the SE4A Conference in September 2019.

**Impact:** By promoting good brain health through participation in Brain Games, the AAAD is promoting and assisting in providing a higher quality of life for older adult participants.

3. **Goal:** Recruit and retain a larger volunteer pool for the AAAD in order to expand the capacity of the Agency's operations.

**Objective:** Provide education to retirees and college students on volunteer opportunities available at the AAAD.

**Strategy:** Develop Outreach and Education Plans for the MyRide, Ombudsman, Public Guardian, and Nutrition Programs that target potential volunteers.

**Strategy:** Develop a comprehensive Volunteer Information Packet that outlines all volunteer opportunities and lists skills necessary for each position.

**Objective:** Retain volunteers by ensuring their satisfaction in their role with the AAAD and recognize their service.

**Strategy:** Continue to host an annual Volunteer Recognition Luncheon during National Volunteer Month (April). The Luncheon activities will include recognition of the service of each volunteer and special awards for outstanding service.

**Impact:** By increasing the Agency's volunteer base, the AAAD will be able to serve more consumers and decrease the risk of consumers' isolation.



## **FY 2019 Performance Highlight of Accomplishments with ACL Federal Funds and State Allocations**

(Please limit your response to 3 pages)

Provide a status update of the progress and accomplishments of the following federal and state program areas:

### **Older Americans Act Funding**

- ❖ **Title IIIB Supportive Services:** The Information and Assistance Specialist received certification from the Alliance of Information and Referral Specialists during FY 19. One additional AAAD staff member will re-test for certification prior to June 2019. The annual Outreach and Education was developed and the number of events have far exceeded the Plan (over 300 to date).

Options Counselors continued to maintain their caseload, providing assessment, person-centered planning, and service authorization activities. They ensured that consumers who were pulled from the waiting list were seen and assessed in a timely manner in order to make certain that all available service dollars are being spent. Waiting List management continued to be performed by the Information and Assistance Specialist as well as the AAAD Assistant Director. A total of 23 persons have been removed from the IIIB Homemaker Waiting List to date.

Options Counselors continued to collaborate with providers through quarterly Provider conference calls and maintained vital relationships with the Aging Network through monthly Inter-Agency Council Meetings.

Southwest Senior Centers have served 1,855 to date in FY 19. They each operate at a focal point within their unique community and services are tailored to their particular membership. Eight of the Centers received a grant from the AAAD to provide evidence-based health programs during the fiscal year. Each had the flexibility to choose the program best suited to their consumers.

Five Senior Centers were awarded grants from the AAAD to provide Caregiver Support Groups and Training. Each Director completed Alzheimer's Facilitator Training prior to leading their Group.

The Chester County Senior Center had two special highlights for FY 19. As participants in Brain Games, the Chester County Challengers advanced all the way to the State Games and placed 2<sup>nd</sup>. They also received the West TN Innovation Grant from the Tennessee Commission on Aging and Disability to build a nature trail on the Center grounds.

- ❖ **Title IIIC Nutrition Services:** The AAAD worked closely with the Nutrition provider to develop and begin serving breakfast at select locations within the region. The breakfast meal was served for one quarter of FY 19, but was ended due to provider issues.

The AAAD researched and developed an implementation plan to bring the Nutrition Program administration in-house. A Request for Waiver for Nutrition administration is included as part of this Area Plan.

Through the end of February 2019, the AAAD has provided 41,103 Congregate meals, 37,400 Home-Delivered meals, 16,323 Options meals, and 2,634 Good Neighbor (private pay) meals. The total number of meals served through the end of February 2019 is 97,460.

The Agency was able to remove 124 individuals from the waiting list for Home-Delivered meals. There remains no waiting list for Congregate meals.

- ❖ **Title IIID Disease Prevention & Health Promotion:** All Senior Centers within the region were invited to apply for Title IIID funding from the AAAD. Proposals were submitted and reviewed by management for feasibility. The AAAD contracted with eight Senior Centers to provide the evidence-based disease prevention programs. Currently, the following programs are being provided in Southwest TN: Tai Chi, Walk with Ease, Living with Chronic Arthritis, Diabetes Self-Management, PEARLS, and Eat Smart, Move More, Weigh Less. All Senior Centers within the region were invited to apply for Title IIID funding from the AAAD.

- ❖ **Title IIIE National Family Caregiver Support Program:** The AAAD's NFCSP program remained open with no waiting list during FY 19. Caregivers who were screened and assessed for services were able to be served immediately. Twenty-five new caregivers have been added to the program to date.

The AAAD contracts with five Senior Centers within the region to provide Caregiver Support Groups/Trainings. These Groups are located in Chester County, Hardin County, McNairy County, Madison County, Sardis, and Selmer. Each Support Group Coordinator is required (by the AAAD) to complete "Facilitator Training" from the Alzheimer's Association.

The Agency's NFCSP Coordinator provides quarterly follow-up calls to all caregivers on the program. She also ensures that training is provided to each caregiver and coordinates with local providers to ensure that each care recipient's needs are met. The Coordinator serves on the local "Facing Future Choices" Committee and the Alzheimer's Community of West Tennessee Steering Committee.

- ❖ **Title VII Elder Rights:** The Long-Term Care Ombudsman Program in Southwest Tennessee works to protect the rights and well-being of consumers in assisted living or nursing home facilities. The local Ombudsman has opened 167 cases for assistance during FY 19 and

completed twenty outreach and education events to date. The program currently utilizes one volunteer.

Education and Training are provided to the local Ombudsman through monthly conference calls with TCAD and an annual statewide training in the Fall.

### **State Funds**

- ❖ **OPTIONS Home and Community Based Services:** To date, 242 consumers have been removed from the Options Waiting List during FY 19. These consumers were contacted by the Options Counselors to see if they were still in need of services and if so, were assessed. The AAAD Assistant Director continued to ensure that all available slots were filled in a timely manner through waitlist management activities.
- ❖ **Guardianship:** The PG program staff continued to increase their knowledge base through the participation in the PG monthly conference call, working toward necessary CEU maintenance for NCG certification, attending monthly AAAD staff and PG/Management Team meetings, and by participating in the TFA Conference. Staff will also attend State PG training and the CAT Conference in April 2019.

PG staff was able to efficiently maintain their caseload and ensure successful outcomes in the following ways: providing referral information as requested to community and professional individuals and complete items from the Annual Outreach and Education plan, continue to ensure management review for feasibility prior to accepting a case, requesting program fees when appropriate, recruiting and training volunteers to assist with the caseload, and by planning a program fundraiser to be completed in June 2019.

Fees collected for FY 18 were \$ 27,650.97. Thus far in FY 2019, the fees collected amount to \$ 32,279.27. Seven volunteers currently serve the program. Fifteen outreach events have been completed to date for FY 19 and four more are scheduled.

### **Other**

- ❖ SHIP: N/A

## **FY 2019 Highlight of Accomplishments from Other Funding Sources**

(Please limit your response to 3 pages)

Provide a status update of any accomplishments from other funding sources that have been made in regards to goals included in the 2019 - 2022 Area Plan.

- ❖ **Transportation:** The AAAD contracted with five senior volunteer transportation providers and seven other AAADs to develop the Senior Volunteer Transportation Network utilizing funds awarded to the AAAD from the Senior Trust/ Elder Trust grant. The goals for the three-year grant was to develop a trusted, connected, reliable statewide network of senior volunteer transportation providers to provide education and collaboration and to develop thirty new senior volunteer transportation programs across Tennessee. The goal for contract year 19 (May 15, 2018-April 30, 2019) was to develop 10 new programs. To date, seven new programs are operational and three will be completed by the end of April 2019. The SVTN has served 620 consumers through the end of December 2018 and provide 12,307 trips.

The AAAD's MyRide West TN program specifically has provided 3,103 trips to 56 consumers. The program expanded to serve Henderson County during FY 19.

- ❖ **Legal Services:** The AAAD's contracted partner, West Tennessee Legal Services, developed an online application for services which was launched in May 2018. They conducted extensive outreach, especially in rural counties (including senior centers and libraries), throughout October and November of 2018.

During FY 19, 122 unduplicated seniors have been served with Title III funding and 100 senior case referrals to other units within WTLS have occurred (i.e. Fair Housing unit, TSLA unit, pro bono assistance).

WTLS has strengthened their partnership with Tennessee Alliance for Legal Services and the three other TN legal aid programs with the creation of the Tennessee Senior Law Alliance (TSLA) funded by the Davidson County Chancery Elder Trust settlement. The outreach conducted by WTLS TSLA outreach coordinator across the Southwest service area has resulted in more one-on-one time at senior centers, more legal clinics, more legal presentations, and more calls to the intake hotline for help requests by senior citizens. Title III priority issues are routed to their Title III attorneys and paralegals for Title III legal assistance with the TSLA unit providing expanded capacity in Title III priority and non-priority matters.

- ❖ **CREVAA:** Since implementing the Collaborative Response to Elder and Vulnerable Adult Abuse in FY 18, the Southwest Advocate has provided education to over 4, 000 older adults, vulnerable adults, law enforcement personnel, and providers within the region. The Advocate now participates in Vulnerable Adult Protective Investigative Team (VAPIT) meetings in each judicial region in Southwest TN. Continuing education for the Advocate comes through monthly TCAD conference calls.



- ❖ **SNAP:** The AAAD hired a full-time SNAP Program Coordinator during FY 19. This dedicated position has allowed AAAD to greatly expand the capacity of the program. The Coordinator partnered with UT Extension to provide cooking classes to older adults who receive SNAP benefits to demonstrate easy recipes that can be made utilizing SNAP dollars. A partnership with the local food bank (RIFA) has provided the coordinator an opportunity to meet emergency food needs of those consumers who are waiting for their SNAP applications to be approved. The Coordinator consistently exceeds the goal of six presentations per month that are listed on the SNAP Outreach Plan. Direct mail outs have doubled since the Coordinator came on board.

## **Goals, Objectives, Strategies, and Performance Measures**

**Goal 1: Ensure that programs and services funded with federal Older Americans Act (OAA) are cost effective and meet best practices.**

### **Performance Measures for 2020:**

1. The Information & Assistance Specialist will complete sufficient continuing education units to maintain AIRS certification.
2. An annual Outreach & Education Plan will be developed for 2020 to ensure that priority populations are knowledgeable of AAAD services and how to access them.
3. The AAAD will continue to update the Mediware database as new resources become available.
4. The AAAD Director will ensure that information on services is presented to consumers and family caregivers through the following means: monthly newsletters, Twitter, and the SVTN/SWTDD/SWAAAD/MyRide Facebook pages.
5. The AAAD will bring the administration of the Nutrition Program in-house in order to ensure efficiency, effectiveness, and best practices.
6. The AAAD will monitor satisfaction of the Nutrition Program through satisfaction surveys. It will be the responsibility of the Management Team to review monthly survey results and provide and feedback to the Nutrition Director.
7. Nutrient analysis worksheets will be reviewed by the AAAD Director monthly to ensure policy compliance.
8. In order to stay up-to-date on emerging Nutrition issues, the Nutrition Director will participate in monthly conference calls with the Tennessee Commission on Aging and Disability.
9. The SNAP Coordinator will ensure that all I & A callers, AAAD consumers, and walk-ins are screened for SNAP eligibility.

10. The AAAD Assistant Director will continue to manage the Agency's Waiting List and monthly logs to ensure that all available open slots are filled as soon as an opening becomes available.
11. Incidents, and complaints will be entered into the Agency's Complaint Log as they are received. tracked on the Complaint Log and reviewed by the AAAD Director monthly. Quarterly provider calls will continue to be held in order to address any emerging issues.
12. The NFCSP will maintain and provide technical support to five regional support groups. The NFCSP Coordinator will ensure that each Support Group leader receives training relevant to disease processes and promising practices.
13. The AAAD Assistant Director will ensure that all available slots for the NFCSP are filled in a timely manner as openings become available.
14. All Senior Centers will have the opportunity to apply for Title IIID Evidence-Based Programming dollars and have the flexibility to choose which Tier III program best meets the needs in their community.
15. Annual quality assurance monitoring of the Title IIID programs will be completed by the AAAD Director to ensure contractual compliance, effectiveness, and satisfaction.
16. At least three Senior Center Directors will participate in regional SAILS training to become certified leaders of the falls-prevention program.
17. Senior Centers will be monitored by the AAAD to ensure that daily average attendance goals are met and to ensure that innovative programs are being provided.
18. Transportation initiatives will continue under the direction of the AAAD Director. These initiatives (MyRide and SVTN) will be monitored annually by the Tennessee Commission on Aging and Disability. Ten new programs will be developed in the 2020 contract year utilizing Senior Trust/Elder Trust dollars.
19. Elder Abuse will continue to be a focus in the outreach materials distributed by the AAAD. At least monthly, the AAAD will highlight a scam effecting the older adult population in the SWTDD E-News or on one of the Agency's social media accounts. The Second Annual Silver Shoe Run will be held on World Elder Abuse Awareness

Day to bring attention to prevalence of elder abuse and to raise money for the Public Guardianship Program.

20. The Long-Term Care Ombudsman will continue to develop an annual Outreach & Education Plan to provide education about the program and to recruit volunteers. Two new volunteers will receive training and begin providing assistance during FY 20.
  21. The Long-Term Care Ombudsman will receive continuing education through participation in monthly calls with the State Ombudsman and through the annual Fall training event.
  22. Legal Services will continue to provide training to older adults, family caregivers, and Aging Network professionals on the use of its online application platform. At least five new groups will be trained in FY 20.
  23. Legal Services will strengthen its partnership with the Tennessee Alliance of Legal Services to provide legal advice to a greater number of consumers over the age of 60. At least 50 consumers will be served utilizing this partnership.
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**Goal 2: Develop partnerships with aging network, community based organizations, local governments, healthcare providers and state departments in order to advocate to reduce the gaps in services as identified in the needs assessment.**

**Performance Measures for 2020:**

1. The AAAD will remain in a contractual relationship with the Bureau of TennCare to ensure that a “no wrong door” approach will remain in place for consumers seeking long-term services and supports. Annual training for all employees will be provided by the Bureau.
  2. The AAAD will continue to collaborate monthly with professionals within the Aging Network through the Southwest Inter-Agency Council.
  3. The AAAD will continue to provide leadership to the Alzheimer’s Community of West Tennessee and to the Future Choices Conference Committee.
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**Goal 3: Ensure that programs and services funded by State allocations are cost effective and meet best practices.**

**Performance Measures for 2020:**

1. The Public Guardianship Program staff will develop an annual Outreach & Education Plan to ensure that officers of the court, family caregivers, Aging Network professionals and consumers are aware of the service and how to access it.
  2. Continuing education to remain certified through the National Guardianship Association will be completed and assured by the AAAD Director.
  3. The Public Guardianship Program will continue to secure fees on appropriate clients utilizing the most current fee schedule published by the Tennessee Commission on Aging and Disability.
  4. Monthly Public Guardianship meetings will continue between program staff and management to ensure all parties are up-to-date on each case in the event of PG staff absence.
  5. The Options Program will continue to be evaluated monthly for openings in order to remove persons from the Waiting List. A new opportunity to add persons to Options meals more quickly will exist due to bringing the nutrition administration in-house.
  6. The AAAD Director will continue to advocate for additional funding for the Options Program as opportunities are available. Consumers added to the Options Waiting List will be referred to other services as available.
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**Goal 4: Ensure that Tennesseans have access to information about aging issues, programs and services in order to be able to make informed decisions about living healthy and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care.**

**Performance Measures for 2020:**

1. Continue to plan, develop and produce the SWTDD's E-News monthly in collaboration with the SWTDD Public Information Officer.
2. Continue to utilize the Agency's social media accounts to share information on services, how to access them, and emerging issues affecting the aging population.

3. Continue to have each AAAD Department develop an Annual Outreach and Education Plan in order to ensure that older Tennesseans within the service area know how to access resources and information.
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Exhibit B-4

## Program Planning for FY 2020

### **Information & Assistance**

1. Describe your plan for outreach to low income, minority, rural and limited English proficiency individuals to insure these populations are aware of information and assistance services.

The AAAD develops an Annual Outreach and Education Plan to ensure priority populations are aware of information and assistance services. The methodology in Plan development includes a three-year review of all outreach and education activities to determine which areas within the service region have a good understanding of AAAD services and how to access them. After review, priority areas are selected and outreach events are scheduled by quarter on the Plan.

### **Home and Community-Based Services (Title IIIB and OPTIONS)**

1. Complete the following table:

	<b>FY 2018</b>	<b>FY 2019 – Projected (Served/Units)</b>	<b>FY 2020 – Projected (Served/Units)</b>
<b>State – Options Allocation Amount</b>	\$565,200	\$565,200	\$565,200
<b># Served</b>	223	300	300
<b>Units of Service</b>	32,411	33,000	33,000

2. Complete the following table:

	<b>FY 2018</b>	<b>FY 2019 – Projected (Served/Units)</b>	<b>FY 2020 – Projected (Served/Units)</b>
<b>Federal – Title</b>	\$44,271	\$50,000	\$50,000



<b>IIIB (In-home Services) Allocation Amount</b>			
<b># Served</b>	83	90	90
<b>Units of Service</b>	3,604	4,000	4,000

3. Describe the methodology for the projections listed above.

The actual amount spent in FY 18 represents the amount we feel is beneficial in the area of service. We plan to stay between \$45,000 and \$50,000 in the Title III homemaker services.

4. Complete the following table:

<b>Number of Individuals on OPTIONS Waiting List</b>	454
<b>Number of Individual on Title IIIB Waiting List</b>	386

5. Describe your plan for addressing the individuals on the waiting list.

SWAAD was able to remove over 250 individuals from the waiting list in FY 19. The AAAD will continue to remove people from the waitlist as funding and slots become available.

6. What are your projections for the number of individuals on the waiting list for FY 2020?

The AAAD continues to receive calls daily for people to be added to the waitlist for services. We anticipate as we remove names, but continue to receive calls, the waitlist projections will remain near the same or perhaps increase as the aging population continues to increase yearly.

### **Title IIC Nutrition Services**

1. Complete the following table:

<b>Provider</b>	<b>IIC Allocation</b>	<b>NSIP Allocation</b>	<b>Total Amount of Contract</b>	<b># Congregate Meal Sites</b>	<b># Projected Congregate Meals Served in FY 2020</b>	<b>#Projected Home Delivered Meals Served in FY 2020</b>
SWHRA	\$439,099	\$85,600	\$1,010,000	10	60,000	56,000


2. Complete the following table:

Service	Amount IIIC Allocated
Nutrition Counseling	\$
Nutrition Education	\$
Other Services (Describe):	\$

3. Describe your plan for delivering the highest possible quality of service at the most efficient cost.

The AAAD will provide nutrition administration in-house beginning July 1, 2019. We believe this will allow us to provide a more efficient, quality meal service to our consumers. The Agency will now be responsible for volunteer recruitment and management which will provide oversight at the AAAD level. The Nutrition Site Managers will now report to the AAAD's Nutrition Director, so the training and processes will be clear to all involved. The AAAD will be able to remove consumers from the Waiting List quicker because we will know of openings daily, instead of waiting for a report from the provider.

4. Describe your plan for avoiding funding shortfalls in congregate nutrition and what steps you would take if you are unable to avoid congregate funding shortfalls.

The AAAD has never been in the position of having funding shortfalls for congregate nutrition. The AAAD Assistant Director reviews expenditures monthly, and if she sees that a shortfall is expected, the Site Managers would be notified to stop adding consumers. A waiting list procedure would be developed and put into place.

5. Describe how participant feedback is solicited and the results are used to improve service quality. Specifically describe what actions were taken in 2019.

All nutrition participants are given the opportunity to provide feedback at least annually. The Nutrition provider utilizes satisfaction surveys to solicit the feedback of congregate meal participants. Information received back from those surveys is reviewed and utilized in the meal planning process. Home-Delivered meal participants are surveyed by the AAAD. The AAAD Administrative Assistant randomly chooses five participants monthly to survey. Completed surveys are returned to the AAAD Director. Results are entered into a spreadsheet. Any concerns listed and communicated to the Nutrition

Provider. The AAAD Director also forwards any concerns to the consumer's case manager so that a follow-up call can be made. The AAAD Director compiles all results into an Annual QA Summary.

6. Describe how your agency and its providers target congregate nutrition services to reach the greatest social and economic need (low income, rural, minority, language barriers). As you compare your current reach to these populations, do you plan to change any congregate site locations in order to better serve them?

Each site completes outreach activities annually to target persons in the greatest social and economic need. Activities include: newspaper ads, social media posts, and presentations to faith-based and civic groups. It is anticipated that the AAAD will close one Nutrition Site (Counce) during FY 20 due to lack of meals being delivered in that area. The consumers currently receiving service from that site will be picked up by a neighboring site. They will not lose service.

7. Describe your plan to ensure that services will not be disrupted in an emergency situation.

Emergency meals are delivered to each home-delivered meal client annually. In the event of an emergency situation, participants are encouraged to use these shelf-stable meals. If the meals are used, they are replaced by the Nutrition Provider. All sites have an emergency plan (disaster plan) in place and are trained annually on its implementation.

### **Guardianship:**

1. Describe the agency's plan to continue efforts to build relationships with district probate Judges/Chancellors to ensure appropriate cases are referred to the PG Program.

The PG staff develops an annual Outreach and Education Plan to target Judges/Chancellors, professionals in the aging network, and consumers. The goal of these outreach events is to ensure that all parties who may need the services of the program are educated and understand how to access services. The PG's contracted legal counsel also assists in outreach by sharing at legal peer groups and association events.

2. Describe the agency's plan to maintain or increase the number of volunteers.

The Assistant Public Guardian advertises and schedules a volunteer training quarterly. Potential volunteers are reached through scheduled outreach events, social media, E-Newsletter articles, and by word-of-mouth through current volunteers. Currently, the program has an adequate number of volunteers to serve the caseload.

### **National Family Caregiver Support Program (NFCSP) – Title III-E**

1. Prioritize the 5 top caregiver needs in your area and describe how the NFCSP will respond to those needs.

**Respite:** The AAAD continues to maintain openings in the NFCSP for persons who qualify and are in need of respite service. The Information & Assistance Specialist also has other resources for individuals in need of respite, including the Tennessee Respite Coalition and other local providers. Emergency respite needs may be met through use of the Future Choices (Emergency) fund.

**Training:** The NFCSP Coordinator provides education and training to all caregivers on the program. The AAAD also funds five Support Groups throughout the region which provide training. Two events are sponsored by the AAAD specifically to meet this need: the Facing Future Choices Conference in November and the annual Alzheimer's Conference in February.

**Access to Services:** The NFCSP is included as part of the annual Outreach and Education Plan that the AAAD produces. All staff (not just the NFCSP Coordinator) are expected to speak about the program during presentations and provide materials on program services. Support Groups and other NFCSP activities are advertised in local newspapers and through social media.

**Supportive Services:** Homemaker and Personal Care services are provided to all caregivers who express a need during the person-centered planning process. The AAAD does not provide meals for the care recipient through the NFCSP, however we do provide them meals through Title IIIB.

**Information and Referral:** This service is vital to caregivers anywhere, but especially in a rural setting. The AAAD provides this service through two certified I & R Specialists. Any requested service that is not directly provided through the Agency, is referred to the appropriate agency. Many times, a warm transfer is possible to the consumer when they call. The certified I & R Specialists work diligently to stay up-to-date on all possible resources within the region and statewide.

2. Describe innovative concepts that you plan to implement to address the top caregiver needs with limited financial resources.

During FY 20, the AAAD will be working in a leadership capacity with the Alzheimer's Community of West TN to expand the scope and outreach of the organization. Planning is currently underway to develop a Lunch & Learn series for caregivers. The organization is also researching the Dementia Friends program and the Dementia Friendly America program to see if these are projects that can be implemented through the organization.

The Alzheimer's Community of West TN is an endowed organization through the generous support of the West TN Healthcare Foundation. The Southwest TN Representative to the Commission on Aging and Disability also serves the organization in a leadership capacity.

The Facing Future Choices Conference is an innovative way the AAAD reaches multiple caregivers at the same time. The Conference is well-known for educating caregivers on the health and legal aspects of caregiving. Multiple vendors are also on-hand to provide education on the services they provide. The vendor fees are given to the AAAD to provide for the emergency needs of older consumers and caregivers.

### **Legal Assistance**

1. What legal priority case is the most served in the area? Legal priorities are defined as Income, Healthcare/Long term care, Nutrition, Protective Services, Housing, Utilities, Guardianship Defense, Abuse/Neglect and Age Discrimination.

Nutrition and Protective Services are the highest number of cases so far for FY 18-19. Nutrition cases are higher because seniors that request legal assistance from WTLS are automatically screened by WTLS for eligible benefits including SNAP and MSP.

2. Does the legal priority with the greatest number of cases represent the greatest need or is there another legal priority with fewer cases that should be addressed through education efforts?

WTLS is still seeking to increase the number of Medicaid/Health/LTC cases within the SW region. YTD, we have only had 6 health/Medicaid/LTC cases either handled with SW T3 funds or referred to other units within WTLS for services (SeniorTrust). WTLS will continue to conduct outreach throughout the SW region to increase awareness of legal services offered and how to recognize that you might have a legal issue (some seniors don't recognize the issue as a legal issue until it's too late).

3. What economically or socially needy population, defined as Clients in Poverty, Minority in Poverty, Rural and, Frail/Disabled, represent less than 50 percent of those served through legal assistance. What targeting and outreach efforts can be done to increase those numbers served?

Minority in Poverty is our lowest percentage so far for FY 18-19 at 20%. Clients in poverty is 41%, and rural is at 37%. Our minority population served is at 49%. Comparing the data at the end of the 2<sup>nd</sup> quarter FY 18-19 to the data at the end of the 2<sup>nd</sup> quarter FY 17-18, we have increased services to economically and socially needy populations in every category.

FY 17-18

Minorities in poverty – 13%

Rural – 34%

Minority – 38%

FY 18-19

Minorities in poverty – 20%

Rural – 37%

Minority – 41%

WTLS believes these increases are the direct result of the influx of additional senior services funding by the SeniorTrust settlement. WTLS was awarded funding for 2 attorneys, a paralegal, and an outreach coordinator (our TSLA unit). While TSLA cases are not served by Title III funding and are not reported with Title III cases, the outreach conducted by our TSLA-funded outreach coordinator is making an exponential difference in reaching a poor and rural senior population that is very difficult to serve without regular appearances at senior centers and events within the communities served. This outreach has given Title III a boost in priority legal issues served for those economically or socially needy without the spending of any Title III funds to do so.

4. How will the AAAD and legal provider increase service to those identified economically or socially needy populations? How will the AAAD and legal provider address the identified legal priority needs in the PSA?

WTLS will continue outreach events, especially in rural and underserved counties in the SW WTLS service area, to increase awareness of how to “spot a legal issue” and the senior legal services offered by WTLS. They will continue coordination of Title III and TSLA units in efforts to reach these populations and will continue to include on-the-spot advice clinics after legal presentations at senior centers, as transportation in many of our counties can be a barrier to access of services.

### **Ombudsman**

1. Include any goals/requirements the AAAD has set for the Ombudsman Program (i.e. Number of cases, complaints, volunteers, etc.)

The AAAD has a goal of to recruit, train, and retain at least five volunteers for the Ombudsman Program.

### **Senior Centers**

1. Complete the following table:

Senior Center	#Participants	#Low-Income	#Minority	#Rural	# English Limitation
Brownsville/Haywood Co.	77	19	43	74	0



Chester Co.	238	50	23	228	0
Decatur Co.	111	12	7	111	0
Hardin Co.	100	15	3	100	0
Henderson Co.	211	46	14	198	0
McNairy Co.	526	212	7	461	0
Sardis	195	22	8	195	0
Scotts Hill	207	25	13	207	0
Selmer	498	87	36	348	0
West Madison	48	20	40	24	0

- Describe your agency's approach to working with those senior centers that need to improve their reach to the target populations.

The AAAD meets with the Senior Center Directors quarterly after the Advisory Council Meeting. Each Center Director is required to attend both meetings. While each quarter's agenda includes different training topics, the AAAD focuses a portion of every meeting on outreach to target populations. During FY 19, training was held on "How to Develop an Annual Outreach and Education Plan" and ideas were shared amongst the group. The AAAD point person for Senior Centers is in routine contact with each Director and is available to planning, education, and technical assistance. Also during FY 19, the AAAD has worked specifically with the West Madison Senior Center to ensure that relevant programming is being offered and that eligible community members are reached.

### **Emergency Preparedness**

- Name of Staff Person on the local emergency management team:  
Jordan Richardson
- How is the agency's emergency plan communicated to staff?

The AAAD's Emergency Preparedness Director holds staff training every July. The Plan is given to each employee during the training and reviewed page by page. All employees are asked to complete a signature form stating that they have received and read the plan. The materials from the training are kept on the server so that employees can access them at any time. The Director also coordinates the Agency's participation in the Great American Shake-Out every October.

### **SHIP**

- Complete the following table:  
N/A

Area Plan 2020 Update

	<b>FY 18</b>	<b>FY19 – Projected</b>	<b>FY20 - Projected</b>
<b># Client Contacts</b>			
<b># of Consumers Reached Through Outreach Events</b>			
<b># of Client Contacts Under Age 65</b>			
<b># of Hard to Reach Client Contacts</b>			
<b># Of Enrollment Contacts</b>			
<b># of Low Income/Medicare Savings Enrollment Assistance Contacts</b>			

2. Describe your efforts to increase the number in each column in the table above.

N/A

3. Describe your agency's approach to reaching Medicare beneficiaries who are hard to reach due to ethnicity; limited English proficiency; those with disabilities and those eligible for low income subsidies.

N/A

## Targeting Status Report

Report on activities during the preceding year.  
(This information is used for the Title VI Plan)

Provide information on the extent to which the Area Agency met its Targeting objectives related to rural, minority, ESL, and poverty populations **for all programs** in the 2019 - 2022 Area Plan.

2019* OBJECTIVE	ACTUAL ACCOMPLISHMENT
Ensure access to service for older individuals with the greatest economic need, greatest social need, those at risk for institutional placement, low-income minorities, LEP individuals, and older adults residing in rural areas	See Below
<b>Task:</b> Ensure the AAAD's annual Outreach and Education Plans include presentations/health fairs/media outreach at older adult low-income housing, Senior Centers located in areas with the highest % of low-income minorities and those living at or below 100% poverty.	<p>The following outreach activities were completed in targeted areas: <i>(Note in parenthesis the highlighted program at each event; all AAAD services are presented at each event, but a particular program is highlighted.)</i></p> <p>Chester County(high % of poverty) – 6/22/18 (CREVAA)</p> <p>Chester County (high % of poverty)– 6/22/18 SNAP</p> <p>Brownsville Senior Center (high % of minorities)– 6/28/18 SNAP</p> <p>Chester County (high % of poverty) – 9/6/18 SNAP</p> <p>Brownsville Senior Center(high % of minorities) – 11/5/18 CREVAA</p> <p>Chester County (high % of poverty)– 11/19/18 SNAP</p> <p>Brownsville Senior Center (high % of minorities) – 12/12/18 CREVAA</p> <p>Chester County (high % of poverty– 12/6/18 CREVAA</p> <p>St Mary Manor (low-income senior housing)– 12/17/18 SNAP</p> <p>Wesley Highlands (low-income senior housing) – 1/7/19 SNAP</p> <p>Brownsville Senior Center (high % of minorities) - 1/13/19 SNAP</p>

<b>Task:</b> Ensure that all presentations and health fair booths include information for persons with limited English proficiency (i.e. materials printed in Spanish).	The AAAD is currently working to complete this task by June 30, 2019. Currently, staff utilize the Avanza language poster at events in case a call to a translator needs to be made. Currently, the only brochures the Agency has in Spanish is for the CHOICES Program.
<b>Task:</b> Ensure that Senior Center Outreach plans include radio and newspaper whose circulation covers areas that are rural.	Training on the development of Senior Center Outreach plans was held in January. Center Directors were instructed to include all events (health/education) in their local newspapers and when there is opportunity, on their local radio station.
<b>Task:</b> Utilize partnerships with local food ministries, food bank delivery sites, and SHIP to reach older adults and persons with disabilities who may be at risk for institutional placement. These informal partnerships include methods for easy referral and opportunities to share information about AAAD services at events.	The Agency continues to partner with RIFA and other food ministries (Gleaner's House, The Mustard Seed) to ensure that consumers who demonstrate need are reached. The AAAD meets monthly with its partners and provides information to them on services and how to access them.
<b>Task:</b> Utilize partnership with the local historically black university to present AAAD information via the university's radio broadcast.	The AAAD Information & Assistance Specialist has sent monthly PSA information to the Director of the Lane College Broadcasting Office, Richard Darnell.

\* Last complete 12-month period.

## Targeting Plan, Title VI

### Civil Rights Act of 1964, Title VI, and Targeting Activities Area Agency Title VI Implementation Plan FY 2020

1. Organization of the Civil Rights Office – Describe the organization and staffing of your agency's Civil Rights/Title VI unit. Outline the duties and responsibilities of the Title VI Coordinator.

The SWTDD Civil Rights/Title VI unit is composed of only one Coordinator, Tonia Moss. Ms. Moss presents training (Power Point presentation, videos, signature sheet) to all District employees in October. Her responsibilities include handling complaints, training staff /providers, and ensuring appropriate signage at the District and in the offices of all providers.

2. Complete the following table:

	FY 18	FY 19 - Projected
Total Individuals Served	4797	5000
Total Minority Individuals Served	997	1050

3. Describe the manner in which persons with limited English proficiency are served by the agency.

Avanza (the AAAD's contracted interpreter service provider) is contacted for individuals who speak English as a second language/ or with limited English proficiency who are in need of an interpreter or materials.

4. Complaint Procedures

- a. Describe the Title VI Complaint procedures followed by your agency.

The complainant or his/her representative may complete the Title VI Complaint form. The Title VI Coordinator will keep the original and forward a copy to the respective Coordinator of the Department against who the complaint is filed. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of any subsequent investigation.

All complaints must be filed with the Title VI Coordinator unless complaints are filed with external entities first. The Title VI Coordinator will notify the respective Departmental director.

- b. Describe agency policies related to investigations, report of findings, hearings and appeals, if applicable.

A complaint alleging discrimination against a program or service may be filed at the (1) AAAD or other grantee agency level; (2) Tennessee Commission on Aging & Disability; or (3) the federal level. The first two avenues for complaint filing are internal and the third is external to the aging services network. Complaints must be filed in writing, preferably on AAAD Form \_01. The form can be filled out by the complainant or by his/her representative, or by the Title VI coordinator. A copy of the complaint must be sent to the Title VI coordinator at the Area Agency on Aging. A copy should also be retained for the agency files. If the complainant is unwilling to complete form, he/she may write, or have written, a letter stating the circumstances of the complaint.

The form, AAAD \_03\_, must then be filled out by the Title VI coordinator and should be attached to the complainant's letter. The coordinator has the primary responsibility for receiving, acknowledging, and investigating complaints and for reporting the findings.

The coordinator must notify the Title VI coordinator at SWTDD/ AAAD office. An appeal by a complainant regarding a finding may be filed.

When an appeal is filed, the Title VI Coordinator shall review an appealed case and make recommendation to the Southwest TN Development District/Area Agency on Aging & Disability Executive Director and Aging Programs Director. When an appeal is concluded, a copy of the findings will be sent to the grantee agency coordinator where the complaint originated. The complainant will then be informed of the findings.

According to federal regulations, a federal complaint must be filed no larger than 180 calendar days after alleged discrimination occurred. A complaint should be filed at the area agency or other grantee agency level no later than 30 calendar days after the alleged discrimination occurred. If it is filed beyond the 30 calendar day period, the grantee agency shall investigate and process the complaint at that level if the filing is prompt enough to allow proceedings to be concluded and leave sufficient time for the complainant to file externally. If a complainant wishes to appeal a finding or the proposed remedial action by the agency, he/she should do so within the next 30 calendar days following receipt of the findings. If the appeal is filed beyond the 30 calendar day period it may still proceed if the proceedings can be concluded and leave sufficient time for the complainant to file externally.



When a complaint is received, that coordinator will conduct and complete a fact finding investigation within thirty (30) calendar days of receipt of the complaint and report the findings to the agency director. If the report includes a finding of violation of Title VI, the agency shall include any proposed remedial action in the report. (Form AAAD 04) . Within five (5) calendar days after this report. Complainant's rights to appeal (including instructions for filing) will also be provided.

When a finding is appealed to the Title VI coordinator, a copy of the complaint, the findings, the proposed action, and the request for appeal must be forwarded to the Title VI Coordinator within ten (10) calendar days after the date of the appeal. Any coordinator handling complaints must maintain a Title VI complaint log to show identifying information, type, and status of each complaint filed.

The Aging Title VI coordinator must conduct and complete fact-finding within thirty (30) calendar days after receipt of the appeal and convey the findings in writing, to the concerned parties. At this point, a complainant who wishes to pursue the complaint may choose to appeal the charges to the federal level. Thus, these appeal rights should be explained to the complainant at this time.

- c. Include a copy of the agency's complaint log, if applicable.

There are no current complaints, or complaints within this fiscal year.

5. List the total number of all contractors and provide the number and percentage of minority contractors, and the dollar amount and percentage expended with minority contractors.

	FY 18
# of Minority Subcontractors	5
Total Amount of Expended Funds through Minority Subcontracts	\$125,493

6. Title VI requires agencies and sub-recipients to monitor contractors regarding the dissemination of the following information to the public: non-discriminatory policy, programs and services, complaint procedures, and minority participation on planning boards and advisory bodies. Describe the procedures taken to assure that this information is presented.

The Southwest TN Development District/Area Agency on Aging reaffirms its policies to afford all individuals the opportunity to participate in federal financially assisted programs and adopts the following provision:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

This policy applies to all services and programs operated by, or through contracts or subcontracts from the Southwest TN Development District Area Agency on Aging & Disability. In the Southwest Tennessee planning & service area, each grantee agency of federal funding shall insure compliance with provisions of Title VI. Whenever a planning or advisory body, such as a board or a committee is an integral part of the grantee's program, the agency will take such steps as are necessary to insure that minorities are notified of the existence of such bodies and are provided equal opportunity to participate as members. Where members of a board or committee are appointed by the Area Agency on Aging or a grantee agency, minorities shall be represented at least in proportion to their presence in the general population of the service area.

It is the policy and intention of the Area Agency on Aging to comply fully with Title VI the Civil Rights of 1964 and to require similar compliance from all Title III contractors.

Any grantee agency found out of compliance with the provisions of Title VI shall be given a written notice. Failure to eliminate further discrimination within thirty (30) days of receipt of notice will be considered as a violation of the terms of the contract and a basis for contract suspension, termination, or rejection.

7. There is a need for a clear understanding of the demographic diversity of a region and methods to provide information and education to the underserved populations even when there are waiting lists, there are other opportunities/resources unknown to these groups. List the strategies to achieve this outreach within those identified communities.

a. Describe how the Area Agency plans and coordinates activities to disseminate information about services and programs to minority populations in the planning and service area?

The Area Agency performs multiple outreach events every fiscal year. The events are targeted to reach a maximum amount of this underserved population. The agency's information and materials are distributed at the annual outreach events, but also periodically to grantee agencies located in the 8 county region. Many of these grantee agencies serve this underserved population.

b. How is diversity reflected in all aspects of area planning—programming, participants, personnel, service providers, governing/advisory entities?

The advisory boards of the Southwest TN Area Agency on Aging & Disability is comprised of 19 females, 9 males, 21 whites, 7 African American, 15 white females, 4 black females, 3 black males and 6 white males.

The staff consists of 3 African American females, 1 African American Male, 17 white females, and 1 white male.

The minority population in Southwest TN is 74,578, which is 28.5% of the total population. The agency has served a total of 20% minority clients over the last fiscal year.

- c. What documentation or process is used by the Area Agency to document activities focused on increasing the representation and/or participation of minority populations in programs and services?

The staff of the Southwest Area Agency on Aging & Disability documents every outreach event with sign in sheets and outreach forms. The outreach forms are kept and reviewed quarterly to determine the population is receiving the information about the programs and services being offered by the agency.

### Older Americans Act Required Targeting Activities

Set specific objectives, consistent with State policy, for providing services to older individuals with greatest economic need, older individuals with greatest social need, and older individuals at risk for institutional placement; including specific objectives for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas; and propose methods to achieve the objectives.

NOTE: Objectives and Tasks/Activities should cover Older Americans Act programs and may cover **all statewide programs** such as Single Point of Entry Marketing or SHIP.

OBJECTIVE	TASK / ACTIVITY	AREA AGENCY STAFF RESPONSIBLE
Ensure older individuals with the greatest economic need, older individuals with greatest social need, older individuals with limited English proficiency, minorities, older individuals residing in rural areas and older individuals at risk for institutional placement have access to services	Continue to maintain social media accounts and provide information on all available services and how to access them.	AAAD Assistant Director
	Continue to send the monthly I & A "Information Connection" to all partners so that they may distribute to their clientele.	AAAD Information & Assistance Specialist
	Ensure appropriate AAAD service information is available at all Senior Centers. This includes specific program information and program contacts.	AAAD Director
	Continue to participate in community health fairs/conferences so that attendees may obtain information about services.	All AAAD Staff
	Continue to provide articles to the SWTDD's E-Newsletter in order to reach elected officials and their constituents.	SWTDD Public Information Officer

## Area Plan 2020 Update

	Continue to complete a three year review prior to developing the Annual Outreach and Education Plans in each Department	AAAD Director
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## AAAD STAFFING

1. Include an Organizational Chart for the Area Agency with staff names, position/title, and funding source.
2. List all new hires not included in the FY 2019 - 2022 Area Plan. Include the following information:
  - Name and Position
    - Rosaland Rogers – SNAP Coordinator
    - Glenda Temple – MyRide Madison County
    - Angie Scott – MyRide Henderson County
  - Full/Part time status (If the individual will have multiple roles, indicate each responsibility separately and the percent of time to be dedicated to each role)
    - Rosaland Rogers – Full Time SNAP Coordinator
    - Glenda Temple – Full Time MyRide Madison County
    - Angie Scott – Full Time MyRide Henderson County
  - Required Qualifications (List the individuals qualifications)
    - Rosaland Rogers – Attended Southwest Community College (Memphis TN); worked in Senior Service and Social Services for 18yrs. (SWHRA and UT Extension) As Supervisor for Options Homemakers: hired and trained homemakers, scheduled, and developed budget. As UT Extension specialist, provided evidence-based health programing to older adults with diabetes.
    - Glenda Temple – A.A.S. Degree in Business Administration-Marketing Emphasis-Dyersburg State Community College; 28 hrs. credit from Bethel University; 14 years experience working in senior services including hospice, low-income senior housing, home health, and assisted living.
    - Angie Scott – 1 year at Jackson State Community College; 25+ years accounting experience and 4 years marketing experience at SWHRA.
3. What is the name of the individual who directly supervises the Director of the Area Agency on Aging and Disability? Joe W. Barker, Executive Director
4. The total number of staff at the AAAD is: **23**. Of the total number of AAAD staff the following are:
  - Age 60+: 4
  - Female: 21
  - Minority: 4
  - Disabled: 0



## Training and Staff Development Plan

### FY2020 (to be up-dated annually)

*\*Indicate if training is out-of-state in order to obtain pre-approval status. No additional TCAD approval will be required if listed here.*

Title & Subject of Training	Category & Number of Persons to be Trained			Estimated Date of Training
	AAAD Staff	Providers or Partners	Volunteers	
*N4A	2	0	0	July 2019
Disaster Preparedness	23	12	0	July 2019
First Aid/Universal Precautions	23	10	0	August 2019
Medicare Update	23	10	0	September 2019
*SE4A	7	0	0	September 2019
Title VI/Civil Rights	23	12	5	October 2109
*NGA Conference	2	0	0	October 2019
Facing Future Choices Conference	15	0	0	November 2019
Compassion Fatigue	23	0	0	November 2019
End-of-Life/Advance Directives	23	0	0	December 2019
Ageism	23	0	0	January 2020
Aging In Place	23	0	0	February 2020
Elder Abuse, Neglect, & Exploitation	23	10	0	March 2020
Person-Centered Planning	20	0	0	April 2020
PG/CAT Conference	2	0	0	April 2020
Benefits Training	23	0	0	May 2020
Cultural Competency	23	0	0	June 2020
Monthly Staff Meetings	23	0	0	Monthly
Qtrly. TCAD/AAAD Mtgs.	2	0	0	Quarterly
Qtrly. TennCare/AAAD Mtgs.	2	0	0	Quarterly
Monthly TennCare Conf. Call	6	0	0	Monthly
PG Monthly Conf. Call	2	0	0	Monthly
TCAD/AAAD Weekly Conf.	2	0	0	Weekly

Call				
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## Advisory Council

### A. MEMBERSHIP and REPRESENTATION

Composition of Council: Choose among the following options to specify which category each Advisory Council member represents on the table below.

- a. Age 60+ (50% Older persons)
- b. Minority age 60+
- c. Minority age <60
- d. Resides in a Rural Area
- e. Family Caregiver
- f. Advocate for Older Persons
- g. Service Provider for Older Persons
- h. Advocate for Individuals with Disabilities
- i. Service Provider for Individuals with Disabilities
- j. Business Community
- k. Local Elected Official
- l. Provider of Veterans' Health Care
- m. General Public (County Representative)
- n. Has a Disability

Members	Represents
Troy Kilzer Sr.	A,D,F,H
Bobby Hysmith	A,D,F,
Gloria Holiday	A,B,F,G
Gail Stanfill	A,B,D,F
Helen Porter	A,B,D,F
Gail Story	A,B,D,F
Eva Reynolds	A,B,D,F
Jessie Williams	A,B,D,F
Muriel Smith	A,B,D,F
Rosa Morris	A,B,D,F
Johnny Clemons	A,D,F
Edward Shirley	A,B,D,F
Bennie Waller	A,B,D,F
Patricia Pruett	A,B,D,F
James Pearson	A,B,D,F
Harry Scott	A,D,F
Shirley Williams	A,B,D,F
Terrill McLean	A,D,F
Jean Jones	A,B,D,F
Joan Newman	A,B,F,H

Faye Bledsoe	A,B,F
Amanda Leitch	F,G
Regina Smith	F,G
Bryson McQuiston	F,G,J
Ashley Holliday	F,G
Pam Newble	F,G
Tena Fields	F,G
Rachel Horton	F,G

**B. SCHEDULE OF ADVISORY COUNCIL MEETINGS for FY2018**

**(Up-dated annually)**

Give Dates and Times of Scheduled Meetings

4<sup>th</sup> Wednesday of July, October, January, March

All meetings are held at the Southwest TN Development District and begin at 10:00 a.m. CST.

**C. OFFICERS & OFFICE**

<u>Name of Officer</u>	<u>Office</u>	<u>Date Term Expires</u>
Shirley Williams	Chair	January 2021
James Pearson	Co-Chair	January 2021
Pat Pruett	Secretary	January 2021
Gail Stanfill	Treasurer	January 2021

**D. ADVISORY COUNCIL BYLAWS**

Attach Bylaws that show date of last review.

## **Advisory Council Bylaws**

*\*Only Update if there have been changes to the Bylaws*

## Public Hearings on Area Plan

### A. PUBLIC HEARING INFORMATION

<b>Date(s)</b> of Public Hearing	3/26/19
<b>Time(s)</b> when hearing was held	10am
<b>Place(s)</b> where hearing was held	Southwest Tennessee Development District
<b>Was Place Accessible?</b>	Yes
<b>Type of Notice(s) or Announcement(s)</b>	PSA- social media/newspaper
<b>Date(s) of Notices or Announcements</b> (attach copy)	See Below -posted on Social Media 3/18/19 Newspaper ad 3/23/19

### PUBLIC SERVICE ANNOUNCEMENT

The Southwest Area Agency on Aging & Disability, a Division of Southwest Tennessee Development District, will conduct a public hearing on the proposed 2020 Area Plan of Action on March 26, 2019 at 10:00 a.m., at the Southwest TN Development District, 102 East College Street, Jackson, TN 38301. The purpose of the hearing is to review planned goals and objectives to meet the needs of the elderly and disabled population living in the Southwest District to include Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, and McNairy counties.

For additional information, contact Shelley Hale at 731-668-6403, [smatthews@swtdd.org](mailto:smatthews@swtdd.org) or Jessica Rice, 731-668-6414, [jrice@swtdd.org](mailto:jrice@swtdd.org).

### B. ATTENDANCE\*

<b>County</b>	<b># of Advisory Council Members from County</b>	<b>Total from County**</b>
Chester	0	10
Haywood	0	1
Madison	0	12
<b>Total # Advisory Council</b>	<b>0</b>	

<b>Members in column 2</b>		
<b>Total Attendance*</b>		<b>23</b>

\* Do not include AAAD staff in Public Hearing attendance

\*\* Include Advisory Council Members in column 3 so that the Total Attendance reflects everyone in attendance.

### **C. AGENDA & ANNOUNCEMENTS**

Attach a copy of the agenda. See P&P manual for required agenda topics. Attach one example of each type of notice sent out and describe who notices were sent to. If the AAAD is requesting a waiver for any reason, the agenda and announcement must include a statement that a waiver is being requested. Document efforts to outreach to rural, minority and low income populations for their participation in this planning effort.

See attached

**DESCRIPTION**

Include any other information about the Public Hearing. Mention any extenuating circumstances that affected attendance (weather, high proportion of sickness, etc.).

No known circumstances affected attendance at the Public Hearing.

**E. SUMMARY of PUBLIC COMMENTS**

Opportunity must be provided for comments on goals, budgets, and waivers.

See attached notes

**F. SUMMARY of CHANGES**

List changes made in this plan as a result of comments made at public hearing(s).

See attached notes



## **Advisory Council Participation in the Area Plan Process**

Describe how the Area Agency Advisory Council was involved in the development of the area plan.

1. Date(s) when the Area Plan was reviewed by the Advisory Council.

3/27/19

2. Attach an agenda of the Area Plan review meeting or describe the review process.

See attached agenda

3. List of Advisory Council members in attendance at the review meeting or who were actively involved in the review process.

See attached roll call.

4. Provide a summary of comments made by advisory council members about the completed plan.

See attached notes.

5. Summary of Changes. List changes made in the plan as a result of comments made at Advisory Council review.

6. No changes were made as a result of the Advisory Council review.

## Request for Waiver for FY 2019 - 2022

Southwest AAAD

### DIRECT PROVISION OF SERVICES PROVIDED BY OLDER AMERICANS ACT FUNDING

**Please check the service(s) for which the AAAD is requesting waiver(s) to provide the service(s) directly instead of through contracts with area service providers. Then, answer the related questions under each service checked.**

**X Case Management** (also known as Service Coordination or Options Counseling)

1. List all agencies in the PSA that provide this service to elderly persons.

Wesley Housing, LIFT Disease Management, Pathways Behavioral Center, Quinco Behavioral Center, Humana, Amerigroup, Blue Cross, Americhoice

2. Explain how the current level of service in the PSA is inadequate to meet the need.

Each of the entities above only provide service to their own consumers. For example, in order to receive case management service at Wesley Housing, the consumer must live in one of Wesley's facilities. To receive case management with an MCO, the consumer must be on Medicaid.

3. Explain how this service is directly related to the AAAD's administrative function.

The AAAD provides in-home services that require a face-to-face assessment. Case Management is necessitated by the in-home services provided and by the need for consumers to have an action plan that lists person-centered goals and needs.

4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out on a unit cost contract. Include the AAAD cost per client for Case Management Services.

It is more cost effective based on rates within the service area. Based on the AAAD's research, the average rate for case management in the region is \$80-100 per hour. The AAAD cost per client is \$70.

**X Nutrition Services Administration**

(Note: Nutrition Site Waivers are no longer required because 2015 State Law now requires a minimum of 10 participants at each site. This State Law cannot be waived; sites with fewer participants must be closed.)

1. List all agencies in the PSA that provide this service to elderly persons.

Seven hospitals within the PSA administer nutrition services to persons who are elderly and are being served within their facility. Also, the region has twenty licensed nursing homes who administer nutrition within their own facilities. Twelve licensed Assisted Care Living facilities operate within the PSA and also provide nutrition administration. The Southwest Human Resource Agency also provides this service.

2. Explain how the current level of service in the PSA is inadequate to meet the need.

Hospitals, Nursing Homes, and Assisted Care Living facilities within the region only provide nutrition administration to persons whom are in their care. Diversification funding opportunities were offered approximately ten years ago to these facilities, but no interest was shown.

The Southwest Human Resource Agency has been the AAAD's nutrition administration provider for many years. Their operations do not allow the AAAD enough control to ensure service. The AAAD has been challenged to pull consumers from the Waiting List when an opening becomes available because terminations are not sent in a timely manner. Holds are not sent in timely either, which creates confusion with billing and case management functions. The AAAD had problems with consumers not being served due to the location of their homes not being on the site's pre-determined routes. Various problems have occurred with congregate meals due to shortages. Finally, the AAAD would like the ability to better control cost in order to serve more consumers.

3. Explain how this service is directly related to the AAAD's administrative function.

The AAAD already determines the eligibility of the participants and provides screening, assessment, and case management. Direct administration of the nutrition service is a natural extension of the program management the AAAD does.

4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

The AAAD will be able control the cost of operating individual nutrition sites and meal rates. The Madison County meal site will move into the AAAD's building, saving

overhead and operational costs. The AAAD will be able to negotiate directly with the provider for meal costs.

**X Ombudsman**

1. List all agencies in the PSA that provide this service to elderly persons.

The AAAD is the only agency within the region that provides Ombudsman services to the elderly in Southwest TN. We provide LTCO and CLS Ombudsman services.

2. Explain how the current level of service in the PSA is inadequate to meet the need.

There is no other provider within the region.

3. Explain why it is a best practice for the AAAD to provide this service directly.

The AAAD already provides information and assistance to consumers as well as investigates complaints on Medicare through the SMP program. The Agency also has many years of experience in educating consumers on long-term services and supports. The AAAD is trained to work with culturally diverse clients living in low-income situations.

**X National Family Caregiver Support Program**

(Note: NFCSP provides supportive services such as information and assistance, case management, outreach, individual counseling, support groups, caregiver training, and respite care and supplemental services. AAADs that provide information and assistance, case management, outreach, individual counseling, support groups, and caregiver training directly must complete a waiver.)

1. List all agencies in the PSA that provide this service to elderly persons.

Carl Perkins Center for Child Abuse.

2. Explain how the current level of service in the PSA is inadequate to meet the need.  
The only service provided by the Carl Perkins Center is for grandparents raising grandchildren. The AAAD does not provide that service. There are no other entities within the region serving caregivers of persons age 60 and older.

3. Explain how this service is directly related to the AAAD's administrative function.

The AAAD provides nutrition, in-home services, case management, counseling, and support to individuals who are 60 and older and persons with a disability. These services are provided under state and federal programs.

4. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

The AAAD is the only entity providing the service within the region. The closest organization to the region that could provide the service is located in Memphis. The cost for the administration and services would outweigh what the current cost is to the AAAD.

\_\_\_\_ **Legal Assistance**

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the service capacity in the PSA is inadequate to meet the need.
3. Explain why the Legal Services Corporation funded agency serving the region does not have the capacity to meet the need.

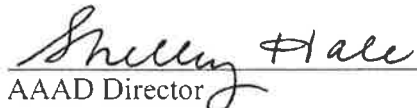
\_\_\_\_ **Senior Center/Office on Aging**

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain why it is more cost effective and efficient for the AAAD to provide this service instead of contracting it out.

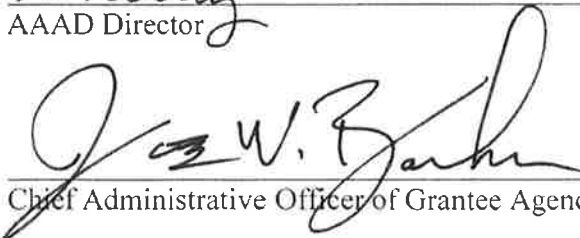
\_\_\_\_ **Other** \_\_\_\_\_

1. List all agencies in the PSA that provide this service to elderly persons.
2. Explain how the current level of service in the PSA is inadequate to meet the need.
3. Explain how this service is directly related to the AAAD's administrative function.
4. Explain why it is more cost effective for the AAAD to provide this service than contracting it out.

SIGNATURES:

  
AAAD Director

01.07.19  
Date

  
Chief Administrative Officer of Grantee Agency

1/7/19  
Date

  
Advisory Council Chairperson

1/7/19  
Date

**ADDITIONAL DOCUMENTS *(Attached)***

<b><u>Exhibit Number</u></b>	<b><u>Title of Exhibit</u></b>
E-1	Assurances
F-1	Budget Area Plan Update
F-2	Personnel Area Plan Update
G-1	List of Subcontracting Agencies
G-2	List of Nutrition Sites